



Residential phone

User guide

Basic and optional phone services



axion

Your cable provider

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Residential phone guide

Your residential phone line is now connected to the **Câble Axion** network. Your phone sets and outlets are linked to our phone central. Connection to our network is made through a cable giving you access to our services.

The signal forwarded through the cable is processed by a multifunction cable modem installed in your residence. This modem is the link between the **Câble Axion** cable and your phone sets. It is essential to the proper operation of your phone service: do not unplug it! Note that it is equipped with a battery that will ensure service continuity in case of power failure.

This modem exclusively provides access to **Câble Axion** phone service. For optimal performance, your phone modem is independent from your Internet service.

The way to make a phone call remains the same. Simply pick up the handset and dial!

An updated version of this guide is available at **axion.ca**.

Support Services

Customer service

If you have questions pertaining to your phone service or for any information about your account, do not hesitate to contact our customer service department at **1.866.552.9466**.

6 1 1 Technical support

In order to guarantee an optimal service, our network is closely monitored at all times. Contact our technical support if you experience difficulties with your phone line or have technical questions. To contact us, dial **611** from your **Câble Axion** network line.

Message relay centre for the deaf

The message relay centre is a service adapted to the needs of the hearing impaired using a TDD telecommunication device, a teletypewriter or other types of specialized devices to make or receive calls.

Hearing people who want to call the hearing impaired through the message relay centre can do so by calling, toll free, **1.800.855.0511**.

0 Operator service

If you need help making your calls, you can rely on the 24/7 operator service. Simply press **0**.

Several services are offered, including person-to-person call and operator-assisted call (fees may be charged). Note that calls made through the operator service are more expensive. In addition to long-distance call charges, they include a fee for operator assistance.

To make a collect call or to bill a third number, you can use the automated operator service by dialing **0** followed by the 10-digit phone number you want to reach. Collect calls originating from overseas are not supported.

911- Emergency services

To reach emergency services (fire department, police department, ambulance), dial **911**, if those services are available in your municipality. **Câble Axion**'s phone service fully supports emergency services by making your name, address and phone number available to the emergency centre serving your municipality.

Important !

In accordance with Câble Axion's phone service subscription agreement, it is forbidden to move your multifunction cable modem to another civic address. Call forwarding to the 911 emergency service is linked to the modem's installation address; moving it to another address could jeopardize your own and your loved ones' safety.

4 1 1 Directory assistance service

If you need help finding a phone number, you can use the directory assistance service. Fees will be billed to your account for each use.

To get a number in your local calling sector or with an area code identical to yours, dial **411**.

To get a number with an area code different than yours, dial **1** + area code + **555-1212**.

To contact international directory assistance, dial **0**.

Phone Services

Directory listing

If you asked for a listing in your area's telephone directory, your name and number will appear based on the information you provided us with.

Each residential phone line includes free basic listing in your directory's white page section. Other types of directory listings are also available (additional or confidential listing). To learn more, get details from our customer service.

Local service

Thanks to **Câble Axion**, you will find the answer to all your communication needs under one roof. Whether it is the local basic service, optional services such as the display device or even long-distance call services, **Câble Axion** gives you access to a wide range of services adapted to your needs.

The residential phone service includes:

- 1- Basic service.
 - 2- Touch-Tone^{MC} service.
 - 3- 911 emergency services.
 - 4- Directory listing of your name and phone number.
-

Optional services

Practical and efficient, our optional services are precious partners designed to simplify your life. They can help you better manage your time and travels, ensure your safety, protect your privacy or simply allow you a better control over your communications.

Rates

To get information on local and long-distance calls rate, visit **axion.ca** or contact our customer service department.

Long-distance calls

Phone service does not allow other long distance provider than Câble Axion.

As a residential phone customer, you can combine our long-distance call services with your local **Câble Axion** service. Our service allows you to make calls in Québec, Canada, and around the world.

Overseas calls

You can make overseas calls from your phone line. You will find access codes and rates at axion.ca. You can also contact our customer service to get this information.

Dialing of overseas calls

Dial **011** + country code + city code + number (e.g.: **011** + **33** + **514-555-3358**).

Check your long-distance calls

Thanks to our extranet, customers can view their long-distance calls.

To activate your access, you can contact a technical support agent who will provide you with a username and password.

To access the extranet, enter **extranet.axion.ca** in your Internet navigator.

Type the username you were provided with in the **User** field and your password in the **Password** field. Then click on **IDENTIFICATION** to open a session. Once connected, click on the **Phone** tab and then on the **Long-distance** sub-tab.

If you have a single phone number, the monthly call history will be displayed. If you have several phone numbers, you must first select the phone number for which you want to check calls.

On the monthly history, you only have to click on the **+** sign in the **Details** column to get the list of communications for the selected month. You will have the detail of each call: destination, date, hour and duration. Note that no cost will be displayed. If your calls are billed per use or if you exceed the number of minutes included in your package, charges will appear directly on your invoice.

To close call details, simply click on the **X** in the navigator window. Once you are

done, click on **Exit** to end your session.

All long-distance calls are detailed on this list, including calls made to **800** and **900** numbers. Detail of long-distance calls is usually processed once a day.

Collect call

What is a collect call?

A collect call is a call which communication fees are invoiced to the person receiving the call rather than to the person making it. To make a collect call, you must go through the operator assistance service who will ask authorization to charge fees to your correspondent's account.

How do we bill you?

Phone companies have 90 days to invoice the company which took charge of the call. Considering this 90-day delay, up to 4 to 5 months can go by before you see fees appear on your invoice.

Câble Axion invoices its clients only once it has been invoiced itself. Luckily, most companies are quicker. However, third-party invoicing is out of our control.

What is the rate?

Operator assistance fees for collect and long-distance calls apply for each collect call. The rate depends on origin, location and phone company. Check with the operator (0) to know the rate per minute. International long-distance calls vary based on the country and differ from Canadian standards. **Câble Axion** charges \$0.95 per call for operator assistance (0), as well as for directory assistance (411).

Optional Services

***57** Call trace

When you are bothered by crank calls, **Call trace** allows you to take action and have these calls retraced. **Call trace** should only be used in dire situations. If you receive several crank calls, you must be ready to call the police so they can investigate.

Here is how to use the **call trace** service:

- Hang up after having received the call.
- Pick up the handset and wait for the tone.
- Dial ***57** and wait for the voice message indicating the call has been retraced.

This service only allows you to retrace the last call received. It even works for calls which display has been blocked by the caller.

Câble Axion only divulges information received by the **Call trace** service to duly mandated authorities. Please contact your municipality's police service, you must give them the date and hour of the retraced call.

Fees may be charged for each service use (whether you contact the police or not).

***60** Call screen

The time being bothered by unwanted calls is now over. **Call screen** allows you to forward calls coming from 12 different numbers to an automated message stating that you prefer not to receive calls for the moment. As long as the designated number is activated in the **call screen**, no call coming from this number will reach you.

To use this service, pick up the handset and dial ***60**, and follow the instructions. You will be able to:

- Refuse calls coming from the last caller (**#, 01, #**).
- Add a number (**#**).

- Delete one or several numbers (*****).
- Review numbers on the list (**1**).
- Activate or deactivate the function (**3**).
- Listen to the options again (**0**).

This service works in priority, even if you have activated the **call forwarding** to another number. It also works to block calls originating from automatic dialing telemarketing systems. A call originating from an unlisted number can also be blocked if it corresponds to the last call received. However, the number will be identified as confidential in your list of blocked numbers.

A voice message will inform you if a number cannot be added.

This service is only offered in a package on a monthly basis.

***67** Display blocking

Display blocking is offered with your phone line. It allows you to prevent the person you are calling from having your name and number displayed on their phone screen.

Here is how to use **display blocking**:

- Pick up the handset and dial ***67**, then the phone number you want to call.
- A “Confidential name – Unlisted number” message will be displayed on the recipient’s phone.

This service is free.

***69** Last call return

This function allows you to get and automatically redial the last phone number calling you.

This service is only offered in a package on a monthly basis.

Three-way conference

Simultaneously talk to two individuals in different locations is now possible! The **three-way conference** phone option allows you to exchange by phone with two individuals, wherever they are and without traveling. Plus, it is easy to use!

- In conversation with the first person, ask them to stay on the line.
- Briefly push the receiver hook or the **Liaison** or **Flash** button on your handset.
- Wait for the tone and dial the number of the third person.
- When the third person answers, push the receiver hook or the **Liaison** or **Flash** button on your handset to establish the three-way communication.
- If the third person does not answer the call, briefly push twice the receiver hook or the **Liaison** or **Flash** button, you will then go back to your initial interlocutor.
- To end the conversation with the third person only, ask them to hang up or simply push again the receiver hook or the **Liaison** or **Flash** button on your handset.

This service is only offered in a package on a monthly basis.

To remember

Except for the person who initiated the call, individuals who are in a phone conference can hang up at any moment without interrupting the communication. If the person who initiated the call hangs up, they will end the conference call.

Long-distance calling fees will be invoiced if you contact individuals who are outside your local calling zone during a **three-way conference**.

***72** Call forwarding

You travel often and are hard to reach? Thanks to **call forwarding**, you can have your calls forwarded to the phone number of your choice and even to your cell phone, pager or any other valid phone number.

When the **call forwarding** service is activated and someone tries to reach you, your phone will briefly ring to remind you the service is activated. You can keep on making calls, but you cannot receive any.

If you do not answer calls that are being transferred to you, they will not be sent to your **voice mail**. If you have your calls forwarded to a phone number located outside your local calling zone, regular long-distance call fees will be invoiced if there is an answer at this number. This service can only be activated from your phone line.

Here is how to use **call forwarding**:

To activate the service:

- Pick up the handset and dial ***72**.
- Dial the phone number you wish to forward your calls to.
- If someone answers, stay on the line for at least 5 seconds so the service can be activated.

To confirm that the **call forwarding** service has been activated:

- Dial ***72**.
- A busy signal confirms that **call forwarding** is activated.

To deactivate the service:

- Pick up the handset, wait for the tone and dial ***73**.
- Wait until you hear two beeps and hang up.

This service is only offered in a package on a monthly basis.

Call waiting

The **call waiting** service prevents you from missing a call when you are already on the phone. A brief tone informs you of another incoming call when you are on the line.

To answer a waiting call, you have three options:

1- End your current conversation

Quickly end your current conversation and hang up. Your handset will ring right away and you will be able to answer the waiting call.

2- Put your current conversation on hold so as to take in the second call

Briefly push the receiver hook or the **Liaison** or **Flash** button on your handset. You will be automatically put in communication with your second interlocutor. Each time you will push the receiver hook or **Liaison** or **Flash** button, you will switch from one interlocutor to the other. If you hang up to end one of the two conversations, your handset will ring and you will be able to talk again to the interlocutor you had put on hold.

3- Ignore the waiting call

If you have subscribed to **Câble Axion's voice mail** service, the call will be transferred to your voice mail.

Reminder

If you lose a waiting call, hang up your handset. The line will ring and you will be able to resume your conversation.

This service is only offered in a package on a monthly basis.

Call waiting display

The **call waiting display** service allows you to see, on your handset screen, the name and phone number of the person waiting when you are already on the line. The service combines **call display** and **call waiting** options. Your phone must be compatible with the **call waiting display** service. The procedure to temporarily deactivate this service before a conversation is the same as for the **call waiting** option.

This service is offered free upon demand to clients who have subscribed to the call display and call waiting services.

Voice mail

With the **voice mail** service, your calls are forwarded to your voice mail when you are on the phone or when you are unable to answer. You have access to your messages from any phone.

Service initialization

To have an operational **voice mail** service, you must first initialize it. Initialization will only be performed the first time you access your voice mail.

The automated message system will first ask you for your temporary password. Your temporary password corresponds to the last 7 digits of your phone number. For example, for **819 843-0611**, the temporary password will be **8430611**.

Afterwards, the system will ask you to perform the following operations, guiding you with precise instructions:

- Modify your password.
- Record your name.
- Record your customized welcome message.

Your voice mail will then be ready to automatically take your messages.

You know you have messages when you pick up your handset and hear a staccato tone or when a light indicating a message flashes (on some phone sets).

This service is only offered in a package on a monthly basis.

Access to your voice mail

Here are two practical ways to access your voice mail:

From your residence, dial ***98**. Then enter your password.

Remotely

Dial your phone number. Then push the star (*) button as soon as you hear your welcome message and follow instructions.

Message management

After having accessed your voice mail, from your residence or remotely, dial **1** to listen to new messages.

Voice mail customization:

Modify your coordinates:

Your personal code:

- **9-2** after your personal code, and follow instructions.

Statement of your name:

- **9-1-2-2** after your personal code, and follow instructions.

Welcome system message:

- **9-1-1** after your personal code, and follow instructions. Dial **3** to delete an existing customized welcome message.

Your customized welcome message:

- **9-1-1-2** after your personal code, and follow instructions.

Your extended absence welcome message:

- **9-1-1-2-3** after your personal code, and follow instructions.

Dial **9-1-1-3** to deactivate this message.

Modify your answer mode:

- To listen to your message without having the voice mail record a message afterwards, dial **9-9-3-2** after your personal code and follow instructions. However, make sure your welcome message does not prompt the caller to leave a message.
- To not have the voice mail answer your calls, dial **9-9-3** after your personal code and follow instructions. The voice mail will only indicate, for an incoming call, that you do not receive any message for the moment.
- To deactivate these services, dial **9-9-3-1** after your personal code and follow instructions.

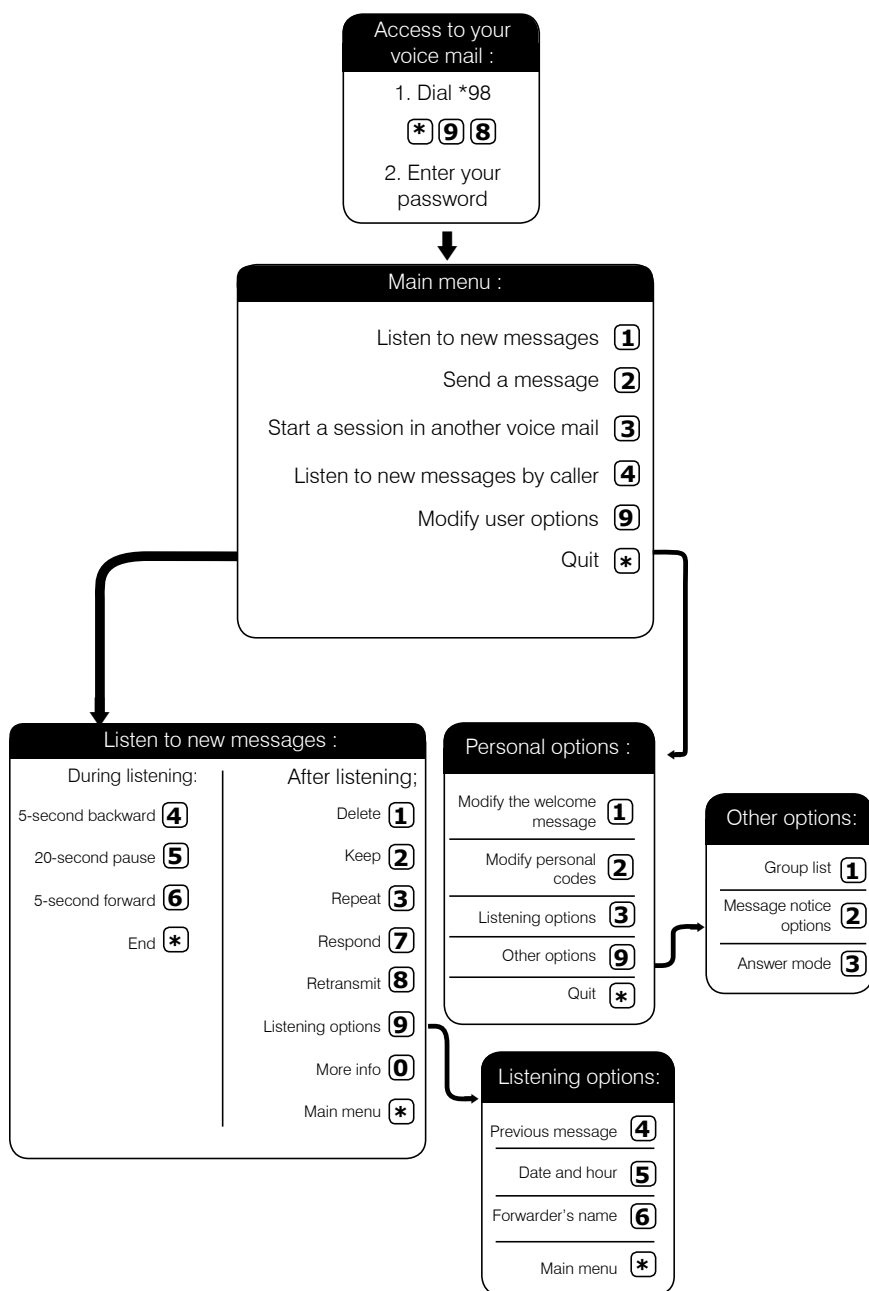
Message listening options:

- To activate or deactivate the statement of date and hour, dial **9-3-3** after your personal code and follow instructions.
- To activate or deactivate the statement of the forwarder's name, dial **9-3-4** after your personal code and follow instructions.
- To modify the message listening order, dial **9-3-2** after your personal code and follow instructions.

To remember

- The recording duration of a message is 300 seconds maximum.
- The voicemail has a maximum capacity of 50 messages.
- Saved or unsaved messages are deleted after 14 days.
- A message that has not been listened to will not be deleted.

Voice mail overview



Call display

Call display, as its name indicates, allows you to see the phone number and name of the person trying to reach you before taking the call.

The **call display** service requires the use of a phone with a display screen. When the phone rings, the name and number of the caller are displayed on the screen of your handset between the first and second ring.

If mentions such as “Confidential Name – Unlisted Number” appear on the display screen, this means the caller has intentionally blocked the transmission of his name or number.

Note that for certain calls originating from public phones, companies, operators, overseas, certain networks or cell phones, the name or number might not be displayed or contain errors.

Please note that, if you use the **call forwarding** option, calls initially intended for your line might not be displayed.

This service is only offered in a package on a monthly basis.

Maintenance Plan

Covered services

- 1- Repair or replacement of outlets and indoor wiring* connected to Câble Axion's coaxial and phone network not working due to normal wear.
- 2- Diagnosis of disruptions caused by terminal equipment, especially terminals, leased modems or phones.

* From where the modem and Câble Axion's equipment connect to the client's equipment, as defined in the agreement.

Services not covered

- 1- The repair or replacement of all equipment.
- 2- Problems or damages to installations known by the client and/or **Câble Axion**, that were existing prior to subscription to the maintenance plan.
- 3- Damages resulting from negligence or vandalism.
- 4- Damages to installations resulting from a fortuitous event, including an act of God, fire, flood, thunder, ice storm or act of war.
- 5- Repair or replacement of installations not complying with electrical codes or applicable standards and regulations.
- 6- Repair or replacement of unreachable outlets or indoor wiring inside inaccessible rooms or part of rooms.
- 7- The repair or replacement of outdoor wiring (overhead or buried) linking separate structures on the same premises.
- 8- The repair or replacement of installations specifically dedicated to data transmission.
- 9- The execution of works outside **Câble Axion**'s opening hours.
- 10- The installation of additional outlets or wiring.
- 11- The repair or replacement of outlets or indoor wiring due to damages caused by animals.

Reminders

Terms of Invoicing

Your account statement for your **Câble Axion** phone services will be sent on a monthly basis. You will find details on the fees to be paid for your phone line, optional services (monthly and pay-per-use invoicing), long-distance calls, use of operator and directory assistance services as well as taxes.

If you also are an Internet or television service subscriber, you will receive a single invoice for all your services. If you have questions pertaining to your invoice, do not hesitate to communicate with our customer service department.

Caution – Alarm system

If your residence is equipped with an alarm system connected to a camera surveillance central, a technician has made connections in compliance with installation standards in force. Do not move your multifunction cable modem and do not connect it to a phone outlet other than the one used by the technician during service installation, since it could alter the operation of your alarm system. Communicate with our technical support department before making modifications to your phone installation.

General modem description

The multifunction cable modem can feed two distinct phone lines per cable. The multifunction cable modem is essential to your phone service. Do not unplug the electrical power supply or the phone outlet, since your phone service could be interrupted. This modem has the particularity of adapting well to your work space. It has been designed to be placed horizontally, vertically or fixed to a wall.

It is also equipped with a battery that will ensure phone service in case of power failure for up to 8 hours, based on the use made of the phone line. This battery, inserted on the side of the modem, is not fully charged when new. It is thus probable that the "Battery 1" light will flash after installation, and this, for up to 18 hours. Do not cut electrical power supply during this period to ensure the battery is fully charged.

Your residential coaxial and phone wiring is not exempt from wear, accidents or certain potential breaks. This wiring is your responsibility. By subscribing to our monthly maintenance plan* for your indoor phone wiring (including phone outlets), you will have peace of mind. When subscribing to the optional maintenance plan, we ensure you the visit of a technician without additional fees.

For more information, go to **axion.ca**.

* Fees may be charged. Certain conditions apply.

To find out more about
our unbeatable offers:

March 2015
Updates available at axion.ca

819.843.0611

Toll free:

1.866.552.9466



Your cable provider